MiScorecard Performance Summary

Business Unit:	Insurance and Financial Services	Green	>=90% of target
Executive/Director Name:	Patrick McPharlin	Yellow	>= 75% - 90% of target
Reporting Period:	Mar 2018	Red	<75% of target
		Date Approved:	6/15/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Public Confidence								
I-3	Insurance Investigations	Green	👍	80.0%	94.0%	87.0%	Quarterly	Complete new insurance investigation cases within 90 business days, or reflect action taken every 30 days.
I-5	Insurance Licensing Denials	Green	👍	95.0%	93.0%	75.0%	Quarterly	Complete draft denial within five business days of receipt of file from licensing technicians and provide to management for review.
I-10	Bank Examinations	Green	=	90.0%	100.0%	100.0%	Quarterly	Commence independent and joint bank examinations no later than due date established by policy.
I-11	Complaint Handling	Green	👍	95.0%	98.3%	97.8%	Quarterly	Open new complaints in a timely fashion (5 days for paper complaints)
I-11A	Online Complaint Handling			95.0%	97.5%	0.0%	Quarterly	Open new online complaints in a timely fashion (2 days for online)
I-12	Health Plan Appeals	Green	👍	80.0%	96.8%	83.5%	Quarterly	Complete patient health plan appeals within applicable statutory time frames.
I-13	Credit Union Corporate Activities	Green	👍	100.0%	100.0%	88.0%	Quarterly	Respond to all corporate activities applications within 21 days with a disposition deadline date.
Regulatory Environment								
I-2	Insurance Company Examination Reports	Green	=	95.0%	100.0%	100.0%	Quarterly	Issue insurance company examination reports within 60 days after field work completion.
I-15	Insurance Planning Worksheet	Green	=	90.0%	100.0%	100.0%	Quarterly	Completed insurance planning worksheet must be sent to the examiner-in-charge before the start of an examination.
I-6	Mortgage Examination Reports	Green	👍	95.0%	100.0%	96.2%	Quarterly	Deliver mortgage examination reports to the company within 60 days from exam exit date.
I-7	Mortgage Loan Originator License Application Processing	Green	👎	85.0%	99.3%	99.4%	Quarterly	Review and Process mortgage loan originator license applications within 60 days of receipt.
C-2	Mortgage Company Licensing	Green	👎	90.0%	87.2%	90.3%	Quarterly	Determine disposition of registration applications within 90 days
I-8	Office of Credit Unions Examination Reports	Green	👍	90.0%	81.2%	73.1%	Quarterly	Deliver credit union examination reports to institutions not more than 24 business days from the examination exit date
I-9	Bank Examination Reports	Red	👍	90.0%	40.0%	12.5%	Quarterly	Deliver independent and joint bank examination reports to institutions not more than 42 days from examination exit date.
C-4	Response to Surplus Lines Industry Inquiries	Green	👍	90.0%	96.0%	95.0%	Quarterly	Respond to all surplus lines email and telephone inquiries within two business days.
Outreach and Communication								
C-1	Response to Citizen/Business Calls	Green	👎	90.0%	83.0%	92.0%	Quarterly	Answer calls received in the Communication Center within 90 seconds.
C-8	Social Media Growth - Twitter			100.0%	41.0%	0.0%	CY Annually	Grow Twitter followers by 13% for the calendar year.
C-9	Social Media Growth - Facebook			100.0%	68.0%	0.0%	CY Annually	Increase Facebook followers by 40% for the calendar year.
C-5	Credit Union Industry Outreach	Yellow	👎	90.0%	76.0%	100.0%	Quarterly	Staff participate in at least 9 industry outreach events and at least 12 board meetings per quarter.
C-7	Banking Industry Outreach	Green	=	100.0%	100.0%	100.0%	CY Annually	Participate in at least 12 banking industry outreach events per year.
Performance Excellence and Improvement								
EE-1	Director's Forum	Green	👍	100.0%	100.0%	75.0%	CY Annually	Conduct 4 Director's forums to engage staff in the department's goals and current initiatives.
EE-3	Director's Corner	Green	👍	3	4	3	Quarterly	Post a new Director's Corner message monthly
EE-4	Banking Staff Training			100.0%	100.0%	96.0%	CY Annually	Provide at least 28 hours of formal training to each examiner every year.
EE-5	Credit Union Staff Training			100.0%	100.0%	0.0%	CY Annually	Each examiner will participate in at least two training or development sessions annually;
EE-6	Process Improvement Projects			100%	0%		CY Annually	Complete at least one Process Improvement project per calendar year. Process improvement projects may focus on enhancing value for the customer, eliminating waste, standardizing best practices and improving service delivery.